



"You seldom improve quality by cutting costs, but more often than not, you cut costs by improving quality" – Karl Albrecht

"Eighty-five percent of the reasons for failure are deficiencies in the systems and process rather than the employee. The role of management is to change the process rather than badgering individuals to do better." – William Edwards Deming

"Improve quality, you automatically improve productivity." – William Edwards Deming

"Manage the cause, not the result." – William Edwards Deming

"Inspection with the aim of finding the bad ones and throwing them out is too late, ineffective, and costly. Quality comes not from inspection but from improvement of the process." – William Edwards Deming

"A bad system will beat a good person every time." – William Edwards Deming

"The aim of leadership should be to improve the performance of man and machine, to improve quality, to increase output, and simultaneously to bring pride of workmanship to people. Put in a negative way, the aim of leadership is not merely to find and record failures of men, but to remove the causes of failure: to help people to do a better job with less effort." – William Edwards Deming

"You can not inspect quality into a product." – Harold F. Dodge

Quality means doing it right when no one is looking." – Henry Ford

